



WESTERFIELD CARE CENTRE

THE SERVICE USER GUIDE

WESTERFIELD CARE HOME

Room No:.....

**WELCOME TO WESTERFIELD CARE
CENTRE**

This document has been prepared to provide the kind of information that you and your relatives and friends will find useful as you settle into your new home.

Perhaps you have other matters that you also need to know about. In this case, please just let us know and we will do our best to answer your questions.

Home Manager

WESTERFIELD CARE HOME

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WESTERFIELD CARE HOME

INTRODUCTION

We are pleased that you have chosen this care home as your new home as your new home. Our aim is to provide the level of care and support you need to ensure that, as far as possible, you maintain your independence and individuality.

Your rights to freedom of choice, privacy and personal dignity will be respected at all times by each of our staff members with whom you come into contact.

As you settle into the care home there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

OUR PHILOSOPHY OF CARE

The philosophy of care that we apply in the care home is the belief that by developing an atmosphere of individual care and attention for our service users, this will contribute to their well-being and comfort so that they are enabled to enjoy life to their fullest potential.

INTRODUCTION TO THE CARE TEAM

Westerfield is owned by Handsale Limited and the responsible individual on behalf of the company for our home is:

Home Manager - Annette McConnachi

Qualifications= SVQ Level 4 care

HND Social Sciences

Registered Manager Award in Health and Social Care

Post Graduate Degree in Social Services leadership

The Deputy Manager provides a supporting role and leads the delivery of care reporting to our home manager.

Our team of **qualified nursing staff** provide nursing care to our service users. Each holds a registered nurse qualification and some have specific areas of responsibility such as tissue viability, infection control, diabetes and the promotion of continence.

Administrator – much of the ‘behind the scenes’ work, which contributes to the efficient running on the care home, is performed by the administrator who provides valuable support to the home manager.

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There are **senior care staff** who organise day to day care for service users as well as supervising junior staff.

Care assistants are active in performing many of the tasks relating to your care. They are there to help and support you with any of the difficulties of daily life that you are currently finding difficult to manage on your own. Our care assistants are trained to be understanding and sensitive to your emotional and physical needs. One care assistant will become your key worker so that you always have one person with whom you become more familiar.

The domestic and laundry staff – our housekeeping staff works hard to maintain a clean and fresh environment for you to enjoy. A full laundering service, with the exception of dry cleaning, is provided in the care home. It is the duty of our laundry assistants to ensure there is always a supply of clean clothing and linen for your personal comfort.

The cook and kitchen staff – because mealtimes are such an important part of the service we provide, our cooks are skilled and trained in the safe and hygienic preparation of nutritional and appetising meals. The food is freshly cooked on the premises and the menus are planned to ensure that you have a well balanced and varied diet.

The maintenance person will carry out general repairs and maintenance of the building, grounds, facilities and equipment. He will also offer assistance in personalising your room, e.g. hanging pictures on the wall.

The activities coordinator will help organise activities and outings following discussion with service users and families. The programme of activities is then devised involving the whole care team.

Although each member of staff has a role with the home, the emphasis is very much on teamwork. We confirm that all our staff are encouraged to continue with life long learning and to undertake such training to ensure they are competent to meet the needs of the service users.

Below is a summary of some of the qualifications held by our team of qualified nurses:

- Registered General Nurse
- Registered Managers Award
- SVQ level 4 in Management

Below is a summary of some of the qualifications held by our team of care staff:

Many of our care assistants have attained SVQ level 2, and SVQ level 3 and some of our nursing staff attained SVQ level 4 or registered managers award.

5 staff members are currently undertaking training in SVQ level 2.

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Westerfield is a modern care centre set in a quiet area of High Calside in Paisley. It is laid out over three floors; the home enjoys a peaceful setting. The home is just 15 minutes from Paisley town centre and is easily accessed from M8.

At Westerfield, all our bedrooms meet the required standard and we have a choice of the following areas available:

- We have enclosed gardens to the rear and sensory garden to the side of the home.
- Sixty two bedrooms with ensuite facilities.
- Three lounges and three quiet rooms available.
- There is a designated smoking area.
- Five recently redecorated dining rooms.
- Six large bathrooms.
- Six toilets.
- We have a life and gentle ramps to allow level access.
- All our rooms are suitable for wheelchair users.

ACCOMODATION

It is very important for you to know that you are safe and comfortable in your new surroundings.

We will always try to allocate you to the room that you prefer. This is however, dependent on availability at the time of your admission to the care home. Should your preferred room become vacant later, it may be possible to relocate,

Should you require to have any treatment while you are in your bedroom, your privacy and dignity will be respected at all times.

Should you require assistance at any time while you are in your room, there is a nurse call system at hand for you to summon assistance. A staff member will come to you as soon as possible.

We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that helps to personalise your room and make it feel more like 'home'. In addition you will be able to lock your room if you so wish.

OUR REGISTRATION

Westerfield is registered with the Scottish Commission for the Regulation of Care to accept service users in the following categories:

- Older people
- Older people with dementia

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ADMISSION

Our manager or senior member of staff will assess all service users prior to admission where possible. Once this assessment has taken place and all parties agree that the home can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial care plan will also be agreed prior to admission and this will be reviewed and amended during the first week as needs, and preferences, become known.

We recommend all potential service users and representatives visit the home. Service users are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before them, or their representative, make a decision to stay.

A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft care plan will take place within 48 hours of admission.

PERSONAL PROPERTY

Our home offers an in house laundry service. We would ask that all clothing is machine washable at 60 degrees, colourfast and is clearly named prior to admission. We would also ask that any new items are named and entered onto the services user's property/inventory list. Dry cleaning can be arranged at an additional charge.

Any furniture you wish to bring or electrical equipment will be checked on admission by our maintenance person to ensure it is compliant with current regulations. Personal memorabilia, pictures, photographs and any favourite soft furnishings are welcome.

For security purposes, you need to let us know what personal belongings you have in the care home. We need to keep a detailed list of items that you have on admission and have brought into the care home subsequently.

In your room, you will have a place where you can safely lock away small articles. Should you be unfortunate enough for any of your personal effects to be lost or stolen, we would refer you to our company insurance details contained in the terms and conditions of contract.

We would advise you not to keep large amounts of cash, expensive items of jewellery or valuable ornaments in your room. In case of loss, damage or theft we cannot accept responsibility. We therefore advise you to arrange for your own personal insurance for safeguard of your property.

SERVICE USERS FINANCES

We cannot accept responsibility for any personal monies, however, we are willing to discuss and advise if assistance is required.

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MEALS AND MEAL TIMES

We consider it very important for you to enjoy your meals, not only from the point of view of having a wholesome or nourishing diet, but also with regard to socialising with other service users during mealtimes. However, if sometimes you prefer to have your meal in your room, this can be arranged.

The mealtimes at Westerfield are as follows:

Breakfast served between 9.00 -10.30

Lunch served between 12.00 - 13.30

Dinner served between 17.00 - 18.00

A range of dishes to suit your dietary requirements will be planned with you. The menu for the day will be displayed to give details of the choices available. Snacks and soft drinks are available for you to enjoy out with meal times.

Provided that your General Practitioner has no objection on medical grounds to you having alcoholic refreshments from time to time, there is no reason why you should not enjoy your favourite drink in moderation.

We of course must make sure that the rights and safety of all our service users are respected in this regard.

ADDITIONAL SERVICES

We like to encourage everyone in the care home to take pride in their personal appearance and care of your hair is an important part. A trained hair stylist visits the care home on a regular basis and you can have your hair done as you normally would to ensure that you always look and feel your best. She welcomes both male and female service users.

The hairdresser is not employed by the care home, and will therefore charge directly for the services provided. Price details will be on display in the hairdressing room. Of course if you need assistance or advice, our staff are there to help decide what style you should have and how you should pay the hairdresser.

We are able to access the following additional services for you on request:

- Chiropodist: A free service may be accessible via the health service.
- Optician: a local provider visits to provide this service. There may be a charge for some exclusive glass frames.
- Dentist: a local dentist visits the centre. There may be a charge for some treatment.
- Hairdresser: visits weekly for which there is a charge.
- Newspapers: delivered to the centre. For which there is a charge

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HEALTH AND WELL BEING

As well as our experienced staff members who will look after you, additional support is provided by a number of other healthcare professionals from a variety of disciplines to ensure that you are provided with comprehensive care.

You will normally be able to retain your own General Practitioner, but if this is not possible, you will be registered with a local practice or health centre to ensure your continued medical treatment.

For some, the subject of death is a very sensitive issue and one that is therefore often avoided. However, we know from experience that addressing the issue can bring great peace of mind for older people. You will therefore be given the opportunity to discuss these matters if you so wish.

HOSPITAL VISITS

If you need to attend hospital for any reason, arrangements will be made with your family or friends for them to accompany you there safely. If this is not possible, and the appointment is a pre-planned appointment, there will be an additional charge for a staff member to accompany you. Naturally, in an emergency, we shall ensure that a staff member is made available without any cost.

Should you require to spend time in hospital, your room will normally be reserved for you. Depending on the length of time you may have to spend in hospital and how your stay in the care home is funded, we may have to consider reallocating your room. This would always be fully discussed prior to action being taken.

If you or your relatives are concerned in any way about this, please discuss the matter with the home manager.

MEDICATION

On admission all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. Where necessary, your medication will be managed by a responsible staff member who will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.

However, you may, with your General Practitioner's and the home manager's agreement, take care of your own medication and retain responsibility for taking it yourself, provided that you keep it safely locked in your bedside cabinet.

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ONSET OF ILLNESS

Your relatives will be advised if you have taken ill and will be informed of your progress during the course of your illness.

PARTICIPATION IN CARE HOME LIFE

You will be encouraged to participate in every aspect of living in the care home. As well as participating in the recreational activities of the care home, we will encourage you to let us know your views on the various aspects of running of the care home.

We consider that what you feel and think is important and to ensure that your views and opinions are known, and taken into account, we hold regular service user meetings and relatives meetings.

Both you and your relatives can put forward ideas and suggestions for improvement in the services that we provide and these will always be given consideration, and where possible implemented. However, as you will appreciate, it may not always be possible to respond positively to your suggestions, in which case we will let you know why not.

From time to time we will actively seek your views on how we are providing for your needs. We will issue to you a 'service user opinion survey' and ask you, or a relative, to complete and return it to us.

PERSONAL CARE

Your personal care and health care is planned in consultation with you, our staff members who will look after you, and your relatives if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary.

To ensure that we provide the highest level of care for you, our staff will record the details of your care in the care plan file along with details of your personal choices regarding the normal activities of daily living.

All service users are actively encouraged to become involved in the care planning process and will be consulted at each stage of the care plan. A copy of the care plan will be made available to service users and their family or friends, with their agreement for signature when a change or a review takes place.

PERSONAL PREFERENCES

At any time, you can discuss with your key worker any personal preferences that you may have relating to your care, the gender of the person providing that care, diet or social activities.

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Of course, as time passes you may decide that your preferences have altered. In this case, it is only necessary for you to let your named carer know what your new preferences are.

Details of your personal preferences will be recorded in your individual care plan, which is reviewed and updated on a regular and frequent basis.

PETS IN THE CARE HOME

In general, pets are welcome in the care home. However, we do have to put some restrictions on the type and number of pet's service users would wish to bring into the care home. We would be pleased to discuss your particular needs in this regard.

RECREATIONAL ACTIVITIES

We consider it is very important for our service users to have available a range of suitable recreational activities from which to choose. We will encourage and help you to find activities in which you would like to participate.

Alternatively, you may prefer to pursue your own particular hobbies and interests and we will assist you with these in any way we can.

We acknowledge that your views are important and we always listen very carefully to your ideas and suggestions for new activities.

RELIGIOUS SERVICES

Your particular religious beliefs and practices will be respected. If you are no longer able to go to your normal place of worship, it can be arranged for your minister or priest to visit you privately.

Alternatively, you may wish to participate in the church services that are held regularly in the care home. The times and other details of the various services are displayed on the notice board in the foyer.

RISING AND RETIRING TIMES

While we will always encourage you to be up and about during the day and to be in bed at a reasonable time at night, when you rise in the morning and when you go to bed is your own choice. If you prefer rising early or late, we will try to accommodate your wishes. However, we also have to keep in mind the needs of other service users.

SMOKING POLICY

As you would expect, we promote a non-smoking, health promoting environment in the care home, but at the same time we are sympathetic to those who have enjoyed smoking

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in their lives. We have therefore provided a designated safe smoking area in the care home where you may smoke if you wish.

There are few restrictions imposed on you if you wish to smoke, but we must ensure the safety and well being of all our service users. Therefore, we do not permit smoking in any of our bedrooms or public rooms.

FIRE, HEALTH AND SAFETY

Fire instructions are placed by each alarm and we would ask that all service users and visitors are familiar with them. A fire log book is located in the office with details of evacuation procedures. Fire alarms are tested regularly. We would ask visitors to complete the visitor's book on arrival and departure. Westerfield has a comprehensive set of risk assessments in place and all accidents and incidents are recorded, followed up, analysed and action taken.

TELEPHONE FACILITIES

It is important to keep in touch with relatives and friends. If you need to make a call, there are telephones available for you to use. Staff will be available to assist you with this.

It may also be possible for you to arrange with the telephone company to have your own personal telephone installed in your room. You would of course have to pay for this yourself.

VISITORS AND VISITING

We understand how important it is to maintain links with your circle of acquaintances and to make this easier we have visiting at most times of the day.

However, should your visitors arrive during meal times, or when you are being attended to by our care staff or other professional staff, your visitors will of course be made welcome and asked to wait until you are ready to see them.

In the interests of security and in compliance with fire regulations, all visitors to the care home are required to sign in when they arrive and to sign out as they leave.

You may also wish to visit family and friends and we will help you with this. So that we know you are safe and well, it is important that you inform a staff member beforehand if you plan to leave the care home for any reason.

LEAVING OUR CARE HOME

Should the time come when you no longer wish to stay in the care home, this will of course be respected and the necessary arrangements will be made with your GP and local

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authority, if involved, to end your stay with us. We require that four weeks in advance you advise us in writing of your intention to leave the care home.

Similarly, if the situation should ever develop where it would be necessary for us to ask you to leave the care home for any reason, we would do so by written notice as confirmed in our terms and conditions.

There is an expectation that all outstanding fees will be paid prior to departure.

QUALITY ASSURANCE

Our home is registered and inspected by:

The Care Inspectorate
Fourth Floor
1 Smithills Street
Paisley
PA1 1EB

This involves unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us:

- Pharmacist
- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Senior managers of the company
- Training managers

INSPECTION REPORTS

Inspection reports can be viewed online or can be uplifted from the home.

In conclusion, we hope these notes prove useful for you as well as for your relatives and friends. If you do have any other questions that you need to have answered or if there are issues that are causing you concern, please let me know.

**Annette McConnachie
Home Manager**

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STATEMENT OF PURPOSE SUMMARY

To meet the requirements of the Care Home Regulations, it is necessary to prepare a comprehensive ‘Statement of Purpose’, which covers in detail all aspects of the operation of the care home and the facilities and services that will be provided.

A copy of the ‘Statement of Purpose’ is available on request for inspection by the service user and any representative of the service user.

It is also a requirement that a summary of the ‘Statement of Purpose’ for the care home is provided to service users.

The details shown in this guide summarise the Handsale Statement of Purpose as it applies to the care home. Also, given in the following appendices are the relevant details of additional information that we are required to provide for reference by the service user.

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DETAILS AND PAYMENT OF FEES

APPENDIX A

Fees, unless otherwise agrees, include accommodation, full board, in house laundering of personal items of clothing and the provision of care.

Both you and your relatives need to be aware of the costs associated with living in the care home and how the fees are to be paid. The financial arrangements that have been agreed for your stay in the care home are as follows:

DETAILS OF FEES			
SERVICE USER DETAILS			
Service user's name:		DOB:	
Address:		Phone No:	
Fee Rate:			
DETAILS OF FEE PAYER (NO 1)			
Name:			
Address:		Phone No:	
Amounts to be paid:	£	Amount in writing	
Payment due dates:			
DETAILS OF FEE PAYER (NO 2)			
Name:			
Address:		Phone No:	
Amounts to be paid:	£	Amount in writing	
Payment due dates:			
DETAILS OF FEE PAYER (NO 3)			
Name:			
Address:		Phone No:	

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Amounts to be paid:	£	Amount in writing
Payment due dates:		

You will appreciate that the level of fees may change in future and of course, you will be advised in writing of any such changes to the financial details.

INSPECTION AUTHORITY REPORT

APPENDIX B

To ensure that standards are maintained in the care home, independent inspections are carried out from time to time. Service users or their relatives may view the inspection reports if they so wish.

HOW TO MAKE A COMPLAINT

It is our objective to ensure that you are provided with a high level of care, comfort and safety such that you should never feel the need to make a complaint.

However, should you or a relative/friend ever have cause to complain, we would urge you to speak to us about it immediately. Complaints are taken very seriously and will be thoroughly investigated.

You will receive a letter to acknowledge your complaint has been received within 7 days and you will then be advised within 28 days of the action, if any, that has to be taken.

In the first instance, you should speak about the problem to your own carer who will do everything possible to resolve the problem. If you are not satisfied with the outcome, approach the Home Manager with your complaint.

At this stage, a staff member will enter your complaint into a formal complaints register and record the details in a separate form to maintain your confidentiality.

If you still feel that your complaint has not been dealt with to your satisfaction, then you should ask to speak to the Area Manager.

You may at any stage register your complaint with the local office of the Care Inspectorate who continually monitor the standards operated in the care home.

CONTACT NAME	ADDRESS	PHONE NUMBER
HOME MANAGER – Annette McConnachie	Westerfield Care Home	Tel: 0141 840 1110
Chairman – Bharat Sodha	Handsale Ltd 3 rd Floor Westbury House 23-25 Brudge Street Pinner MIDDX	Tel: 0208 866 6533
Area Manager – Diane Lyons	Handsale Ltd 3 rd Floor Westbury House 23-25 Brudge Street	Tel: 0208 866 6533

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	Pinner MIDDX	
Care Inspectorate	Fourth Floor 1 Smithhills Street Paisley PA1 1EB	Tel: 0141 843 276
Social Services Department	Review & Performance Team Renfrewshire House Cotton Street, Paisley PA1 1TZ	Tel: 0141 618 6799 Tel: 0141 840 3409